

AV Service Technician

Our Hanson A/V Technical Specialist provides a premium customer support and service experience, providing post-installation technical management of the products installed and programmed in residential and commercial spaces. You will play a vital role in ensuring the highest quality client experience by driving operational efficiency and growing the business in an effort to support converging technologies and upgrades.

Key accountabilities:

Provide quick and responsive communication between service request and plan of action to remedy service-related issues. Responsible for the ongoing monitoring, pro-active system maintenance, configuration and programming of advanced audio, video, lighting, surveillance, automated, and networked systems by Hanson A/V qualified residential spaces both remote and onsite. Providing upgrade proposals and follow up for basic upgrades and sales leads for large projects.

- Provides ongoing consultation services of clients' systems
- Monitors, tests, diagnoses, repairs, advanced programming, optimizes and maintains client's Hanson purchased equipment. Ensures proper system functionality and performance benchmarks are achieved
- Responsible for facilitating product repair in the client system and expediting the exchange of products, installation, and programming.
- Delivery and installation of audio/video, control, and networking equipment
- Maintains accurate records for all Client post-installation technical activities
- Educates the Client on the purchased equipment, which includes the system operation tutorial
- Maintains functionality for Hanson retail store(s)
- Keeps accountable for learning new and upcoming features and software updates
- Maintains Certifications and continues to constantly be in training for upcoming products solutions
- Able to sell upgrades and service contracts clearly to new and existing customers
- Capable of repairing and soldering misc hardware parts that require basic on-site or in-shop repair.
- Itemized proposals for upgrades and repair or replacement
- Provide sales leads to technical designers for medium to large scale projects
- Manage to invoice and ongoing billing for a service ticket
- Answering phone calls during open hours facilitating a conversation for upgrade paths
- Able to configure and update networking hardware, software, and firmware for ideal functionality

Basic Qualifications:

- 2 years of home or commercial audio video/networking installation
- Networking Certification
- Repair Certification
- Sales / Customer Service experience with a history of excellence
- Hardware Repair experience
- 2 year of Control System Programming
- Clean Driving Record
- Carrying/lifting/pushing/pulling weight up to 75 lbs. with or without reasonable accommodation
- Flexible schedule open for both weekdays and weekends.
- Self-motivated and innovative

Preferred Qualifications:

- CEDIA Certifications one or more of the following - ESC - ESC-T ESC-N
- Certified Technology Specialist (AVIXA)
- CCNP Routing and Switching Certification
- Cisco Certified Design Associate (CCDA)
- Control4 Certified Technician
- Crestron Certified
- Lutron Certified
- Savant Certified

Benefits

- Paid Vacation and Holidays
- Medical, Dental, Life, Retirement Savings with Company Match
- Innovated, Growth-Oriented